# State of Nebraska Combined Campaign

## **Steps to Entering a Pledge**

United Way of Lincoln and Lancaster County
238 S. 13th Street, Lincoln, NE 68508
402.441.7700
Unitedwaylincoln.org | info@unitedwaylincoln.org







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## **Need Help?**

#### e-Pledge Manager

Your e-Pledge Support Manager is your point of contact for any questions or concerns specifically related to the electronic pledge process. They will help you set up your e-Pledge Campaign website, review the available reporting tools, assist with related communications and resolve any issues using e-Pledge throughout the campaign. Any other campaign-related questions that do not involve e-Pledge should be directed to the Campaign Account Manager.

Name of your e-Pledge Support Manager	Michelle Campbell
Telephone Number	(402) 441-7173
E-mail address	mcampbell@unitedwaylincoln.org

#### **Data Support Manager**

Your Data Support Manager specifically handles the employee data file that you send us before the campaign and the payroll file that we deliver to you after the campaign. He is available to answer questions about the file specifications or address specific concerns about the timeline involved in processing these files. Any other e-Pledge-related questions that do not involve these data files should be directed to the e-Pledge Support Manager.

Name of your Data Support Manager	Michelle Campbell
Telephone Number	(402) 441-7173
E-mail address	mcampbell@unitedwaylincoln.org

## Access and Login

You will receive an e-mail prior to your campaign that includes your user id, password, and a link to the e-Pledge website. Follow the link: <a href="https://epledge.unitedwaylincoln.org/crm/Start.jsp">https://epledge.unitedwaylincoln.org/crm/Start.jsp</a>, and you will be directed to the login page.

User ID:
Password:
User ID and Password are case sensitive.

Login Forgot user ID or password?

User ID's are assigned according to the first letter of your first name and your full last name with the first two letters capitalized. (i.e. MCampbell) If there is another donor with the same name criteria, the system will add a number at the end. (i.e. MCampbell) You are assigned a randomly generated, 10-digit password, all CAPS.

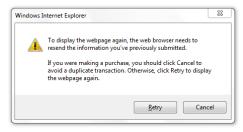
Note: Your User ID and Password are case sensitive.

## **Security Warnings**

Do not use internet browser 'back' or 'forward' buttons, they will cause the e-Pledge site to expire. Please use the e-Pledge navigation buttons at the bottom of each page. If you accidentally use the Internet browser's back button you will receive the Security Alert below:



Select the **Refresh** button on your browser or **F5**. This will allow you to re-enter the pledge process at the point that you left without losing any data that you entered. **Please Note:** This will <u>only work if</u> the "webpage has expired" verbiage is displayed. If this error occurs while making a pledge, hit cancel to avoid duplicate transactions.



If your computer goes an extended period of time without activity, your session will expire. You will be automatically logged out and any data **Error** previously entered will not be saved. A message like this will appear.

Somy, there was an error processing your request.

You have been logged out.

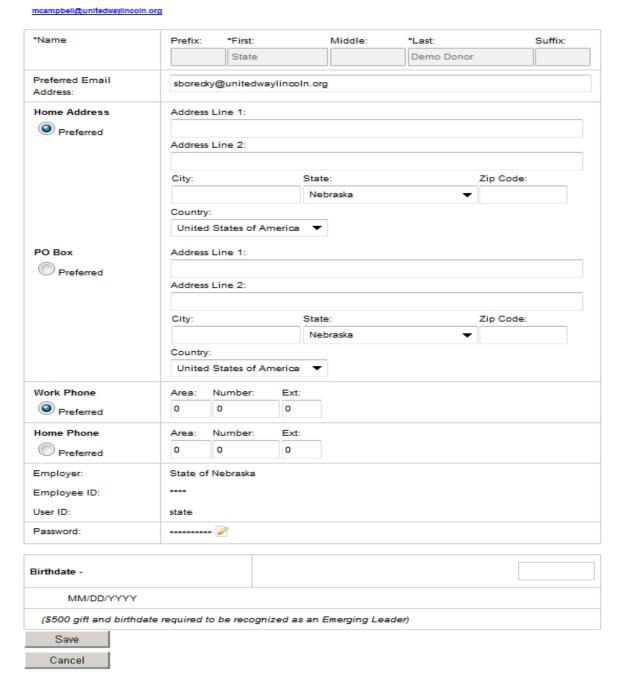
Details

Error Code: 500
Exception Type: class java.lang.NullPointerException
Andar360Log errorID: 1

## My Profile Page

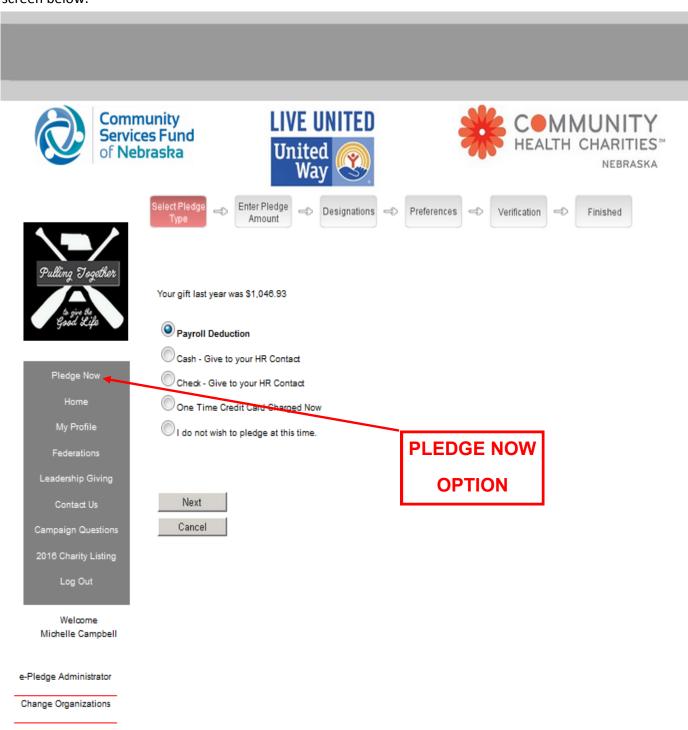
Name changes - Email Michelle Campbell at mcampbell@unitedwaylincoln.org.
Select <u>either</u> 'Home' or 'Po Box' for your <u>Preferred option</u> for your address.
Select <u>either</u> 'Work' or 'Home' for your <u>Preferred option</u> for your phone number.

## Profile (Optional)- Name change not allowed. To update your name, please contact Michelle Campbell



## Steps to Enter a Pledge

You can begin the pledge process by selecting the 'Pledge Now' menu item to the left and you will see the screen below.

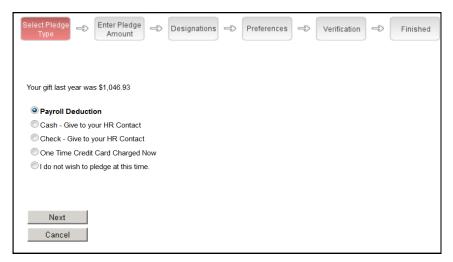


Technical Support: Michelle Campbell <u>mcampbell@unitedwaylincoln.org</u> 402.441.7173 State of Nebraska Campaign Manager: Stacey Dvorak <u>stacey.dvorak@nebraska.gov</u> 402.471.4112 Privacy Policy

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## STEP 1: Select a Pledge Type

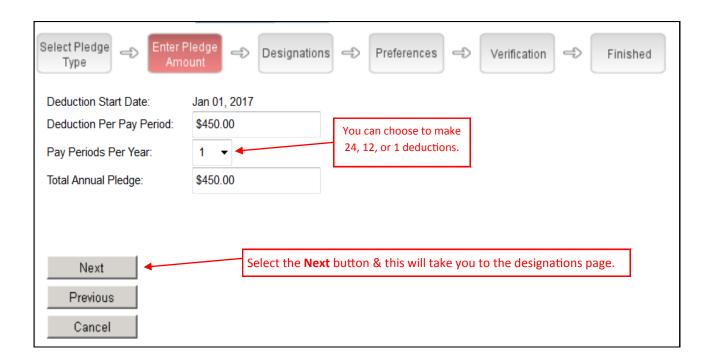
Select a pledge type and select 'Next'.



## STEP 2: Enter Pledge Amount

Once you have entered your pledge amount, proceed to the next page by selecting 'Next'.

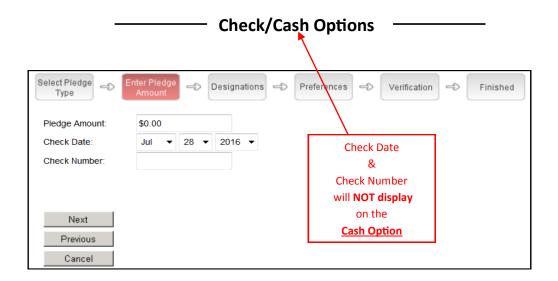




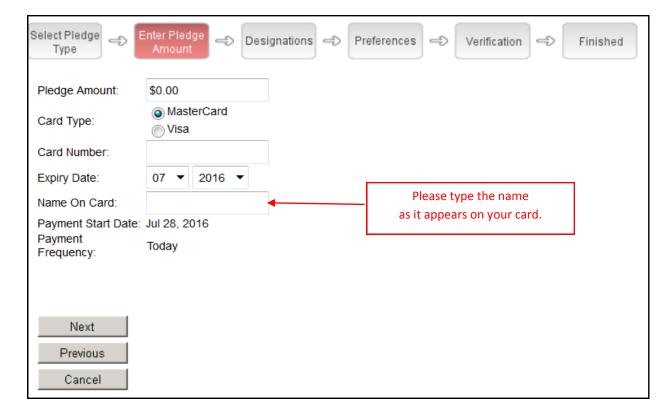
## STEP 2: Enter Pledge Amount (continued)

Once you have entered your pledge amount, proceed to the next page by selecting 'Next'.

Please Note: Turn in your cash or check donations to your HR Contact listed on your pledge confirmation email.



#### One-Time Credit/Debit Card Charged Now Option ———



Please Note: All transactions are processed as Credit.

## STEP 2: Enter Pledge Amount (continued)

#### 'I do not wish to pledge at this time' Option

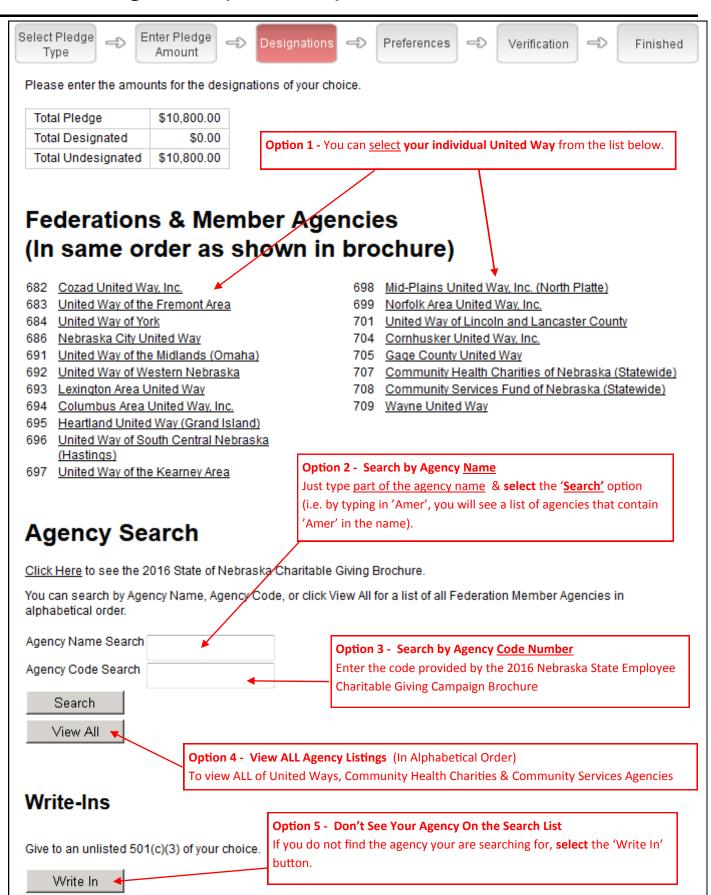


Sorry, I do not wish to give this year' transaction type will be recorded as **No Gift** and counted as a response. Select Confirm and you will receive a confirmation e-Mail.

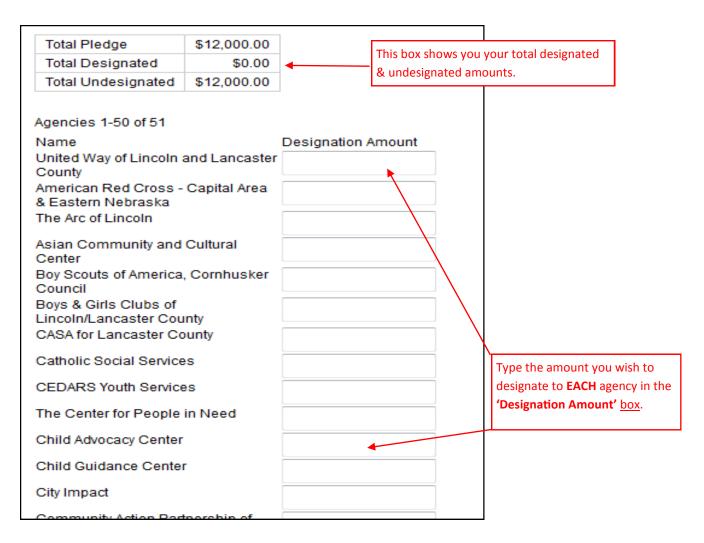
## **STEP 3**: Designations



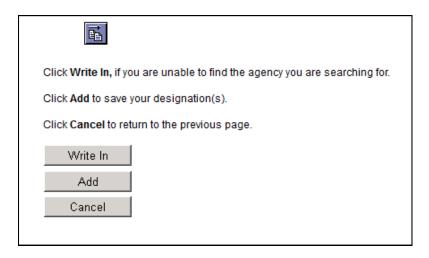
## **STEP 3**: Designations (continued)



## **STEP 3**: Designations (continued)



After entering designation amounts in the individual boxes; **select** option & this will take you to the next page of agencies to choose from.

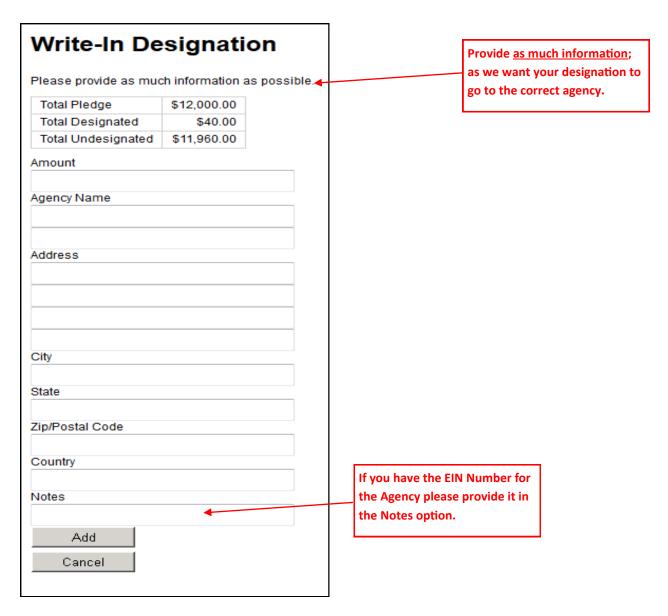


After entering all designation amounts you want; you will select the 'Add' button.

(By selecting 'Add', you will save your designation and return to the next page.)

(By selecting 'Cancel', you will cancel your designation and return to the previous page.)

## STEP 3: Designations (continued)

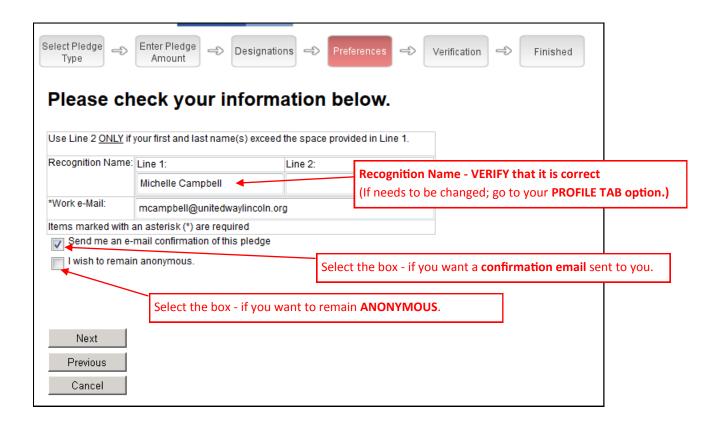


If you write in an agency, the **Amount** and **Agency** name are <u>required</u>.

When you are finished, select 'Add' and this will return to the previous page where you will see write in name that you provided and dollar amount.

On the previous page, select 'Add' to save your designations.

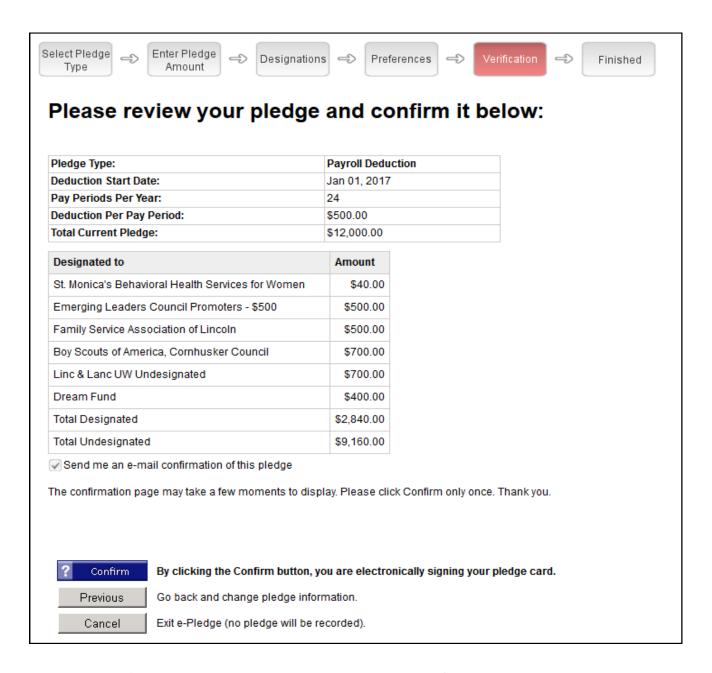
#### **STEP 4: Preferences**



#### STEP 5: Verification

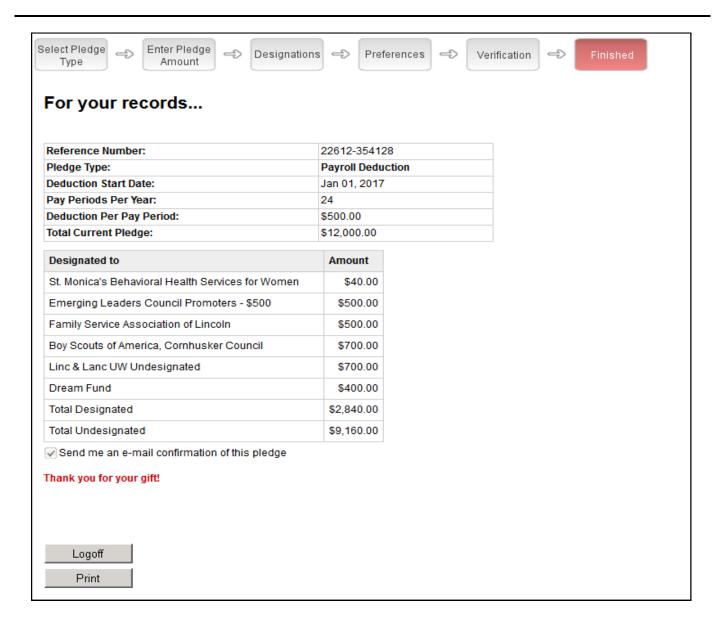
The following Verification' page will open. Verify that your total current pledge and designations have been keyed correctly. **If changes are needed**: Select the 'Previous' button if you want to make corrections and then move forward using the 'Next' buttons until you have reached the Confirmation page again. If the pledge is correct, select the 'Confirm' button. Please hit this button only once. It may take several minutes to process the gift.

## Please check your information below.



A confirmation e-mail should arrive upon completion of your pledge.

#### STEP 7: Finish - PRINT COPY FOR YOUR RECORDS!



Select the 'Print' button to print the detail for your records.

This copy can also be used for **2017** tax purposes.

## Frequently Asked Questions

#### How do I give to the United Way Impact Fund?

On the "enter pledge amount" page, do **NOT** check the "designate" box OR select United Way Impact Fund from the agency options.

#### Which internet browser should I use to view the e-Pledge website?

It is highly recommended that you use Internet Explorer.

#### Why does it kick me out when I hit the back button?

Use the "previous" button at the bottom of each page, rather than the back button on the browser.

#### How do I designate to a specific federation/agency?

On the "enter pledge amount" page, check the "designate" box and then the "next" button. This will take you to the "designation" page. You can search for an agency by federation under "federations & member agencies." If you are not sure which federation the agency belongs to, you can select the "agency search" button. This will allow you to search by agency name or agency code.

#### What if I can't find the agency I'm looking for?

If the agency you are searching for does not appear in the search, you can use the "write in" button.

Be sure to enter the amount you wish to designate, agency name, address, city, state, and zip code.

#### How do I make a change on my pledge?

Send an email explaining the changes you would like to make to <a href="mailto:mcampbell@unitedwaylincoln.org">mcampbell@unitedwaylincoln.org</a>. Once the change has been made, you will receive an email verifying your change.

#### Can I give more than once?

Yes, just log back in and make an <u>additional pledge</u>. You will receive a warning that you already pledged. To add another pledge, select the "continue" button.

#### Where do I turn in my cash or check donation?

Send any cash or check donations to your campaign coordinator/HR Contact listed on your pledge confirmation email.

#### How do I obtain a tax receipt for my pledge?

Your pledge confirmation email can be used for your tax purposes.